



# Frigotechnik

Frigotechnik selected Novell® Open Workgroup Suite as its new global workgroup platform for networking, information management and communications. By selecting standards-based Novell technologies, Frigotechnik was able to roll out its new infrastructure rapidly, at low cost and with great flexibility.

### Overview

Founded in 1928, Frigotechnik Handels-GmbH is a major wholesaler of refrigeration and air-conditioning and climate-control products. The company has around 200 employees in Germany, Austria, Sweden and the Netherlands, and also sells to customers elsewhere in Europe and in Asia.

### Challenge

Frigotechnik has experienced considerable recent growth as a result of corporate acquisitions, and such expansion created a fragmented IT infrastructure. Without a centralised collaboration and communications platform, subsidiaries were using e-mail accounts from a number of different Internet Service Providers, and were unable to share calendars or schedule group appointments.

“Following our recent growth, Frigotechnik has become one of the top refrigeration and air-conditioning wholesalers in Germany, and we needed a communications platform to help us continue to grow,” said Nico Hoffmann, Head of IT at Frigotechnik. “A corporate domain name and standardised signature for e-mails are prerequisites for any professional organisation—but we also wanted a more flexible system which would support mobile working.”

In addition to standardising communications, Frigotechnik wanted to enhance

security for business data without undertaking an expensive redesign of its entire hardware infrastructure.

### Solution

Frigotechnik decided to implement Novell Open Workgroup Suite, an infrastructure and productivity solution which combines server and desktop platforms with complete management tools, e-mail and collaboration, and office software. The suite includes Novell Open Enterprise Server, running network services on either NetWare® or SUSE® Linux Enterprise Server, as well as Novell GroupWise® for Linux, Novell ZENworks® Suite, SUSE Linux Enterprise Desktop and OpenOffice.org for Linux\* or Windows\*.

“Novell Open Enterprise Server gave us the price-performance and flexibility associated with open source software, combined with enterprise-class stability and support,” said Hoffmann. “The online Novell Technical Forums and other support are excellent—far better than the competition. With only a small in-house IT team, that support was a key factor in our decision.”

The company has deployed Novell iFolder®, a component of Novell Open Enterprise Server, to automatically synchronise data on PCs and laptops with a central file server at Frigotechnik’s Hamburg headquarters. This enables users to access their files from

### Frigotechnik at a glance:

*Major wholesaler of refrigeration and air-conditioning and climate-control products*

#### ■ Industry:

Wholesale distribution

#### ■ Location:

Germany

#### ■ Solutions:

Novell Open Workgroup Suite  
Novell Open Enterprise Server  
Novell GroupWise

#### ■ Results:

- *Increased workplace productivity and improved customer service with central communications hub*
- *Improved file management to better protect business data*
- *Increased flexibility for staff to work whenever and wherever they choose*
- *Reduced IT costs with support for open standards*

**“Novell’s adherence to open standards gives us all the flexibility and price-performance of open source software, without compromising on quality, functionality, security or support.”**

#### **Nico Hoffmann**

*Head of IT  
Frigotechnik*



**“Novell iFolder helps Frigotechnik ensure that vital business data is properly backed up—if a PC fails, our users no longer lose any of their files.”**

**Nico Hoffmann**  
*Head of IT*  
Frigotechnik

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any PC, supporting flexible working practices and helping to safeguard against loss of data.

“Novell iFolder helps Frigotechnik ensure that vital business data is properly backed up—if a PC fails, our users no longer lose any of their files,” said Hoffmann. “Novell iFolder works exceptionally well even with low bandwidth connections because it transfers data incrementally—ideal for a distributed business like ours.”

Frigotechnik runs Novell GroupWise on Linux, providing a shared calendaring and unified e-mail solution for all Frigotechnik employees, accessible from any company desktop or secure Internet connection.

“GroupWise WebAccess is very popular with our employees - it provides almost all of the functionality of the GroupWise client and enables them to work flexibly from any computer,” said Hoffmann. “This is particularly valuable when they are working on-site with customers.”

As Novell GroupWise supports open standards, Frigotechnik has been able to integrate open source applications to manage faxes and filter e-mail spam. The company has also integrated Novell GroupWise with BlackBerry\* Enterprise Server. “The ability to use GroupWise on handheld devices effectively enables our users to carry the entire office in their pockets,” said Hoffmann.

## Results

Novell Open Workgroup Suite enables Frigotechnik to present a more consistent and professional face to customers, with

standardised tools and working practices enabling better teamwork and improved customer service. Moreover, with shared contacts lists and calendars, workplace productivity has improved considerably.

“Novell Open Workgroup Suite adds up to better customer service,” said Hoffmann.

“When a call comes in for one of our employees, whoever answers the phone can instantly find out where that person is by checking their calendar, find their mobile number in the central directory and put the call through. Novell GroupWise enables us to exploit multiple communications channels from a single point of control.”

Novell Open Workgroup Suite has also significantly simplified the ease of management of Frigotechnik’s IT systems. Dealing with only one Internet Service Provider and one software vendor, two employees can manage the whole infrastructure, keeping IT costs to a minimum. Frigotechnik estimates that it is able to deliver the networking and productivity services at a lower cost than for an equivalent Microsoft-based solution.

The Novell solution has helped Frigotechnik improve communications and protect business data without replacing hardware, disrupting service, or increasing its IT spend. “With Novell Open Workgroup Suite, we have a safe, reliable platform which is so simple to use that our staff did not need retraining,” said Hoffmann. “Novell’s adherence to open standards gives us all the flexibility and price-performance of open source software, without compromising on quality, functionality, security or support.”



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### For More Information:

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